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IN THE UNITED STATES D TRADEMARK OFFICE

Applicants: Frederic P. Messinger and Bruce E. Nevin

Application No.: 09/345903

Group Unit: 2773

Filed: July 1, 1999

Examiner:

For:

METHOD AND APPARATUS FOR SOFTWARE TECHNICAL SUPPORT AND TRAINING

CERTIFICATE OF MAILING

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I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Assistant Commissioner for Patents, Washington, D.C. 20231 on

REQUEST FOR CORRECTED FILING RECEIPT

Assistant Commissioner for Patents Office of Initial Patent Examination Customer Service Center Washington, D.C. 20231

Sir:

In view of the recently filed Declaration/Power of Attorney, we hereby request that the following items of information be corrected in the Filing Receipt for the subject application.

The correspondence address should be addressed to David J. Thibodeau, Jr., not the customer number (021005).

Enclosed is a copy of the Filing Receipt with changes noted in red. Please make the changes as noted above, and issue a Corrected Filing Receipt.

09/345,903

Since the errors were made by the U.S. Patent and Trademark Office and not by Applicants or Applicants' Attorney, it is understood that there are no additional fees for the requested corrected Filing Receipt.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

By

Mark B. Solomon

Registration No.: 44,348 Telephone: (781) 861-6240

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Lexington, MA 02421-4799

Date: 9/15/99

FILING RECEIPT



UNITED STATES DEPARTMENT OF COMMERCE Patent and Trademark Office ASSISTANT SECRETARY AND COMMISSIONER OF PATENTS AND TRADEMARKS Washington, D.C. 20231

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTORNEY DOCKET NO.	DRWGS	TOT CL	IND CL
09/345,903	07/01/99	2773	\$796.00	CIS-1212	18	22	2

-021005 David J. Thibodeau, Jr.
HAMILTON BROOK SMITH AND REYNOLDS
TWO MILITIA DR
LEXINGTON MA 02421-4799

SEP 2 0 1999

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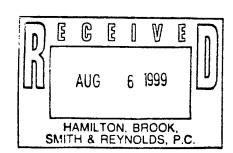
Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts of Application" ("Missing Parts Notice") in this application, please submit any corrections to this Filing Receipt with your reply to the "Missing Parts Notice," the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

FREDERIC P. MESSINGER, GROTON, MA; BRUCE E. NEVIN, EDGARTOWN, MA.

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 07/29/99 TITLE METHOD AND APPARATUS FOR SOFTWARE TECHNICAL SUPPORT AND TRAINING

PRELIMINARY CLASS: 345



DATA ENTRY BY: HOPKINS, DENISE TEAM: 04 DATE: 07/29/99



FILE COPY #2

SERIAL NUMBER		FILING DATE	CLASS	GROL	JP ART UNIT	ATTORNEY DOC	KET NO.			
09/345,90		07/01/99	345		2778 2177	CIS-1212				
PPLICANT APPLICANT	MESSINGER	, GROTON, MA;	BRUCE E. N	EVIN, E	DGÄRTOWN, MI	A. (C)	RECENEU BOOM			
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Foreign Priority claims 35 USC 119 (a-d) cor		FILING LICENS		ATE OR UNTRY	SHEETS	TOTAL . CLAIMS	INDEPENDENT CLAIMS			
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